# Care Inspectorate 2019-2022
# Summary of Key Performance Measures and Key Outcome Measures

**STRATEGIC OUTCOME 1:**
**People experience high-quality care**

| Ref | Measure | Target (KPIs only) | Purpose | Implementation timescale |
|---|---|---|---|---|
| KOI-1 | % services with good or better grades | n/a | To monitor the availability of good quality care across Scotland over time. | Immediate |
| KPI-1 | % of people telling us that our scrutiny will improve care | 90% | Demonstrates the perceived impact of our work, and an indication of the level of assurance it gives people most affected by it. | Immediate for regulated care inspections |
| KPI-2 | % of statutory inspections completed | 99% | Evidences that the Care Inspectorate is meeting its statutory inspection obligations, and as a result provides assurance around services for some of the most vulnerable people experiencing care. | Immediate |
| KOI-2 | Average time a service continues to have a grade of less than adequate | n/a | Where services fall below adequate standards, we act quickly along with services and other partners to ensure the best outcomes as quickly as possible for the people experiencing that care. | Immediate |
| KPI-3a | % of complaints about care that were investigated within the relevant timescales (Full CI investigation only) | 80% | To demonstrate the efficiency with which the Care Inspectorate completes full investigations of complaints. Timescale is within 40 working days. | Immediate |
| KPI-3b | % of complaints about care that were resolved within the relevant timescales (includes all methods of resolution) | 80% | Focusses on the end-to-end time it takes to resolve complaint to resolution, including direct service action and full investigation. Timescale is within 40 working days. | Immediate |
| KPI-4 | % staff absence | 3.8% (Public sector bench-mark) | We provide a healthy workplace and staff absence is low, in turn ensuring staff have the capacity to deliver on our outcomes. This measure relates to our capacity to deliver our key processes and, although it particularly supports the delivery of objectives under strategic outcome 1, it will also underpin delivery of the other two strategic outcomes. | Immediate |

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**STRATEGIC OUTCOME 2:**
**People experience positive outcomes**

| Ref | Measure | Target (KPIs only) | Purpose | Implementation timescale |
|-----|---------|---------------------|---------|--------------------------|
| KOI-3 | % of services with good or better grades at first inspection following registration | n/a | Our registration process is designed to increase the likelihood that that newly registered services are of good quality. | Immediate |
| KPI-5 | % of registration applications completed within timescales | 80% | Our registration process is efficient and we deal with applications promptly, once we have received the necessary information and relevant fee.

Timescales are: three months for childminders, six months for all other service types. | Immediate |
| KPI-6 | Level of investment in learning and development for our workforce | Baseline year | Shows the level of investment in our staff, which in turn will enable us to deliver our objectives and outcomes. Although included under strategic outcome 2, also underpins delivery of the other two strategic outcomes. | First report will be on Q4 (ending 31 March 2020) |
| KPI-7 | % inspection hours spent in high and medium risk services | 25% | To ensure that we remain focussed on those services we are most concerned about. | Immediate |

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## STRATEGIC OUTCOME 3:
## People's rights are respected

| Ref | Measure | Target (KPIs only) | Purpose | Implementation timescale |
|---|---|---|---|---|
| KOI-4 | % of services with >90% of people telling us they are happy with the quality of care and support they receive | n/a | To ensure we listen to the views of people experiencing care about the quality of care they experience. | Immediate |
| KOI-5 | % of services with majority of people telling us they make decisions about their own care | n/a | People should be encouraged and enabled to make choices about their care, and the care of their relatives. This indicator shows the extent to which services are delivering person-led care. | Report on in Q4, and use to develop a baseline for 2020/21 |
| KPI-8 | Days per quarter that inspection volunteers and care experienced people are involved in our work | Baseline year | We involve people with experience of care in our work in many different ways, ensuring that we remain focussed on what matters to people experiencing care. | Implement data capture in Q3, report in Q4 and use to develop target for 2020/21 |
| KPI-9 | Number of service types with a new inspection framework | 11 service types covered by 31 March 2020 | Our new frameworks ensure we remain focussed on outcomes for people.

Based on current plan, by 31 March 2020, there should be seven frameworks in place covering 11 different types of service. | Immediate |